4.2.2. Error Code and Troubleshooting

Messages appear the Easy Printer Manager window or on the control panel to indicate machine status or errors. Refer to the tables below to correct the problem.

⚠️ **NOTE**

Some messages may not appear on the display depending on the options or models.

Error Code	Error Message	Troubleshooting Page
A1-1110	Error: #A1-1110 / Motor Failure: #A1-1110. Turn off then on. Call for service if the problem persists	P.4–41
C1-1110	Prepare new toner / Prepare new toner cartridge	P.4–42
C1-1120	Replace new toner / Replace with new toner cartridge	P.4–42
C1-1144	Replace new toner / End of life, Replace with new toner cartridge	P.4–42
C1-1150	Replace new toner / Replace with new toner cartridge	P.4–42
C1-1160	Replace new toner / Replace with new toner cartridge	P.4–42
C1-1170	Replace new toner / End of life, Replace with new toner cartridge	P.4–42
C1-1310	Error: #C1-1310 / Toner Failure: #C1-1310. Install toner again	P.4–42
C1-1411	Toner Not Installed / Toner cartridge is not installed. Install it	P.4–42
C1-1512	Toner Not Compatible / Toner cartridge is not compatible. Check guide	P.4–43
C1-1710	Error: #C1-1710 / Toner Cart Failure: #C1-1710. Call for service	P.4–33
C1-1711	Error: #C1-1711 / Toner Cart Failure: #C1-1711. Call for service	P.4–43
C1-1712	Error: #C1-1712 / Toner Cart Failure: #C1-1712. Call for service	P.4–43
C2-1110	Prepare new toner / Prepare new toner cartridge	P.4–44
C2-1120	Replace new toner / Replace with new toner cartridge	P.4–44
C2-1150	Replace new toner / Replace with new toner cartridge	P.4–44
C2-1160	Replace new toner / Replace with new toner cartridge	P.4–44
C2-1170	Replace new toner / End of life, Replace with new toner cartridge	P.4–44
C2-1411	Toner Not Installed / Toner cartridge is not installed. Install it	P.4–44
C2-1512	Toner Not Compatible / Toner cartridge is not compatible. Check guide	P.4–45
C2-1710	Error: #C2-1710 / Toner Cart Failure: #C2-1710. Call for service	P.4–45
C2-1711	Error: #C2-1711 / Toner Cart Failure: #C2-1711. Call for service	P.4–45
C2-1712	Error: #C2-1712 / Toner Cart Failure: #C2-1712. Call for service	P.4–45
C3-1110	Prepare IMG. Unit / Prepare new imaging unit	P.4–46
C3-1120	Replace IMG. Unit / Replace with new imaging unit	P.4–46
C3-1144	Replace IMG. Unit / Replace with new imaging unit	P.4–46
C3-1410	IMG. Not Installed / Imaging unit is not installed. Install the unit	P.4–46
C3-1510	IMG. Not compatible / Imaging unit is not compatible. Check guide	P.4–47
C9-1112	Replace pickup roller / Replace with new tray 1 pickup roller	P.4–47
C9-1115	Replace retard roller / Replace with new tray 1 retard roller	P.4–48
C9-1122	Replace pickup roller / Replace with new tray 2 pickup roller	P.4–49
C9-1125	Replace retard roller / Replace with new tray 2 retard roller	P.4–49
H1-1210	Paper jam in tray 2	P.4–50

Error Code	Error Message	Troubleshooting Page
H1-1220	Tray 2 door is open. Close it	P.4–51
H1-1230	Error: #H1-1230 / Input System Failure: #H1-1230. Check tray 2 connection	P.4–52
H1-1240	Tray Not Install	P.4–53
H1-1252	Paper empty in tray 2 / Paper is empty in tray 2. Load paper	P.4–54
H1-1254	Paper empty in tray 2 / Paper is empty in tray 2. Load paper	P.4–54
M1-1110	Paper jam in tray 1	P.4–55
M1-1610	Paper jam in MP tray	P.4–56
M1-5112	Paper empty in tray 1 / Paper is empty in tray 1. Load paper	P.4–57
M1-5113	Paper empty in tray 1 / Paper is empty in tray 1. Load paper	P.4–57
M1-5120	All Tray Empty / Paper is empty in all tray. Load paper	P.4–57
M1-5612	Paper empty in MP / Paper is empty in MP tray. Load paper	P.4–58
M1-5712	Paper Empty in manual feeder / Paper is empty in manual feeder. Load paper	P.4–58
M2-1110	Jam inside machine	P.4–59
M2-2210	Jam inside of duplex	P.4–60
M3-1110	Jam in exit area	P.4–60
M3-2130	Output bin full / Output bin full. Remove printed paper	P.4–61
S1-2411	Error: #S1-2411 / HDD System Failure: #S1-2411. Turn off then on. Call for service if the problem persists	P.4–62
S1-4210	Error: #S1-4210 / Video System Failure: #S1-4210. Turn off then on. Call for service if the problem persists	P.4–62
S2-4120	Door is open. Close it	P.4–63
S3-3122	Scanner Locked / Scanner is locked. Press Stop button	P.4–64
S4-2111	Memory Full / Fax memory is almost full. Print or remove received fax job	P.4–64
S4-2112	Memory Full / Fax memory is full. Print or remove received fax job	P.4–64
S6-3123	IP Conflict / This IP address conflicts with that of other system	P.4–65
S6-3128	802.1x Network Error / 802.1x Network Error. Contact the Admin	P.4–65
U1-2315	Error: #U1-2315 / Fuser Unit Failure: #U1-2315. Turn off then on. Call for service if the problem persists	P.4–66
U1-2320	Error: #U1-2320 / Fuser Unit Failure: #U1-2320. Turn off then on. Call for service if the problem persists	P.4–66
U1-2330	Error: #U1-2330 / Fuser Unit Failure: #U1-2330. Turn off then on. Call for service if the problem persists	P.4–66
U1-2334	Error: #U1-2334 / Fuser Unit Failure: #U1-2334. Turn off then on. Call for service if the problem persists	P.4–66
U1-2340	Error: #U1-2340 / Fuser Unit Failure: #U1-2340. Turn off then on. Call for service if the problem persists	P.4–66
U2-1112	Error: #U2-1112 / LSU Failure: #U2-1112.Turn off then on. Call for service if the problem persists	P.4–67
U2-1113	Error: #U2-1113 / LSU Failure: #U2-1113.Turn off then on. Call for service if the problem persists	P.4–67
U3-3113	Original paper jam / Original paper jam inside of scanner. Remove jam	P.4–68
U3-3313	Original paper jam / Original paper jam inside of scanner. Remove jam	P.4–68

Error Code	Error Message	Troubleshooting Page
U3-3314	Original paper jam / Original paper jam inside of scanner. Remove jam	P.4–68
U3-3413	Original paper jam / Original paper jam inside of scanner. Remove jam	P.4–68
U3-3513	Original paper jam / Original paper jam inside of scanner. Remove jam	P.4–68
U3-3514	Original paper jam / Original paper jam inside of scanner. Remove jam	P.4–68
U3-4110	Scanner door open / Door of scanner is open. Close the door	P.4–68

► **Error Code**

A1−1110

► **Error message**

Error: #A1-1110 / Motor Failure: #A1-1110. Turn off then on. Call for service if the problem persists

► **Symptom**

Harness or main BLDC motor or main board is defective. / OPC coupler in the toner cartridge(or imaging unit) has overloaded.

► **Troubleshooting method**

1) Turn the machine off then on. If the error persists, refer to the following.

2) Remove the right cover.

3) Check if the motor connector on main board is connected properly. Reconnect it.

4) OPC coupler has overloaded. After removing the toner cartridge/imaging unit, rotate the OPC coupler.

   If there is any damage, the OPC coupler can't rotate well. Replace the toner cartridge/imaging unit.

5) Remove the left cover.

6) Remove the main drive unit. (**Refer to 3.3.14**)

7) The main BLDC motor is defective.

   a) Unplug the connector from the motor carefully.

   b) Replace the main BLDC motor (*JC31-00075A*)with new one.
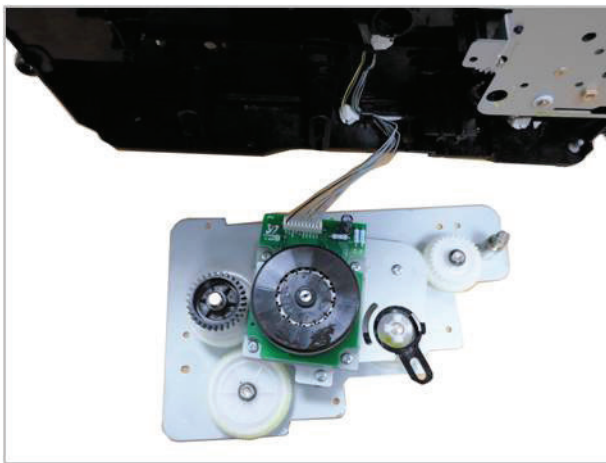
8) If the problem persists, replace the main board.

► **Error Code**

C1–1110

C1–1120

C1–1144

C1–1150

C1–1160

C1–1170

► **Error message**

Prepare new toner / Prepare new toner cartridge

Replace new toner / Replace with new toner cartridge

Replace new toner / End of life, Replace with new toner cartridge

► **Symptom**

The remaining toner cartridge is less than 10% / The toner cartridge is at the end of its life.

► **Troubleshooting method**

> ⚠ **NOTE**
>
> These errors are for M3375/3875/4075.

Check the life remaining of the toner cartridge.
If its life is at the end, turn the machine off and replace the toner cartridge with new one.

► **Error Code**

C1-1310

C1-1411

► **Error message**

Error: #C1-1310 / Toner Failure: #C1-1310. Install toner again

Toner Not Installed / Toner cartridge is not installed. Install it

► **Symptom**

The toner cartridge is not installed.

► **Troubleshooting method**

> ⚠ **NOTE**
>
> These errors are for M3375/3875/4075.

1) Turn the machine off then on.

2) Open the front cover.

3) Check if the toner cartridge is installed. If yes, remove and reinstall it.

4) If the problem persists, replace the toner cartridge with new one.

► **Error Code**

C1-1512

► **Error message**

Toner Not Compatible / Toner cartridge is not compatible. Check guide

► **Symptom**

Toner cartridge is not compatible.

► **Troubleshooting method**

> ⚠️ **NOTE**
>
> This error is for M3375/3875/4075.

1) Open the front cover.

2) Remove the toner cartridge.

3) If the toner cartridge is not a Samsung genuine toner cartridge, replace with new one.

► **Error Code**

C1-1710

C1-1711

C1-1712

► **Error message**

Error: #C1-1710 / Toner Cart Failure: #C1-1710. Call for service

Error: #C1-1711 / Toner Cart Failure: #C1-1711. Call for service

Error: #C1-1712 / Toner Cart Failure: #C1-1712. Call for service

► **Symptom**

The machine can't detect the CRUM chip of the toner cartridge.

► **Troubleshooting method**

> ⚠️ **NOTE**
>
> These errors are for M3375/3875/4075.

1) Open the front cover.

2) Remove the toner cartridge.

3) Check if the CRUM terminal is contaminated. Clean it.

4) If the toner cartridge is not a Samsung genuine toner cartridge, replace with new one.

► **Error Code**

C2–1110

C2–1120

C2–1150

C2–1160

C2–1170

► **Error message**

Prepare new toner / Prepare new toner cartridge

Replace new toner / Replace with new toner cartridge

Replace new toner / End of life, Replace with new toner cartridge

► **Symptom**

The remaining toner cartridge is less than 10% / The toner cartridge is at the end of its life.

► **Troubleshooting method**

⚠ **NOTE**

These errors are for M3370/3870/4070.

Check the life remaining of the toner cartridge.
If its life is at the end, turn the machine off and replace the toner cartridge with new one.

► **Error Code**

C2-1411

► **Error message**

Toner Not Installed / Toner cartridge is not installed. Install it

► **Symptom**

The toner cartridge is not installed.

► **Troubleshooting method**

⚠ **NOTE**

This error is for M3370/3870/4070.

1) Turn the machine off then on.

2) Open the front cover.

3) Check if the toner cartridge is installed. If yes, remove and reinstall it.

4) If the problem persists, replace the toner cartridge with new one.

► **Error Code**

C2-1512

► **Error message**

Toner Not Compatible / Toner cartridge is not compatible. Check guide

► **Symptom**

Toner cartridge is not compatible.

► **Troubleshooting method**

> ⚠️ **NOTE**
>
> This error is for M3370/3870/4070.

1) Open the front cover.

2) Remove the toner cartridge.

3) If the toner cartridge is not a Samsung genuine toner cartridge, replace with new one.

► **Error Code**

C2-1710

C2-1711

C2-1712

► **Error message**

Error: #C2-1710 Call for Service

Error: #C1-1711 Call for Service

Error: #C1-1712 Call for Service

► **Symptom**

The machine can't detect the CRUM chip of the toner cartridge.

► **Troubleshooting method**

> ⚠️ **NOTE**
>
> These errors are for M3370/3870/4070.

1) Open the front cover.

2) Remove the toner cartridge.

3) Check if the CRUM terminal is contaminated. Clean it.

4) If the toner cartridge is not a Samsung genuine toner cartridge, replace with new one.

► **Error Code**

C3–1110

C3–1120

C3–1144

► **Error message**

Prepare IMG. Unit / Prepare new imaging unit

Replace IMG. Unit / Replace with new imaging unit

► **Symptom**

The remaining imaging unit is less than 10% / The imaging unit is at the end of its life.

► **Troubleshooting method**

> ⚠️ **NOTE**
>
> These errors are for M3325/3825/4025.

Check the life remaining of the imaging unit.
If its life is at the end, turn the machine off and replace the imaging unit with new one.

► **Error Code**

C3-1410

► **Error message**

IMG. Not Installed / Imaging unit is not installed. Install the unit

► **Symptom**

The imaging unit is not installed.

► **Troubleshooting method**

> ⚠️ **NOTE**
>
> This error is for M3325/3825/4025.

1) Turn the machine off then on.

2) Open the front cover.

3) Check if the imaging unit is installed. If yes, remove and reinstall it.

4) If the problem persists, replace the imaging unit with new one.

► **Error Code**

C3-1510

► **Error message**

IMG. Not compatible / Imaging unit is not compatible. Check guide

► **Symptom**

Imaging unit is not compatible.

► **Troubleshooting method**

> ⚠ **NOTE**
>
> This error is for M3320/3820/4020.

1) Open the front cover.

2) Remove the toner cartridge and imaging unit.

3) If the imaging unit is not a Samsung genuine imaging unit, replace with new one.

► **Error Code**

C9-1112

► **Error message**

Replace pickup roller / Replace with new tray 1 pickup roller

► **Symptom**

Tray1 pick up roller is worn out.

► **Troubleshooting method**

1) Remove the tray 1 cassette.

2) Remove the duplex unit.

3) Pull the small tap down, then release the pick up roller(*JC73-00340A*).
   (**Refer to 3.3.17**)
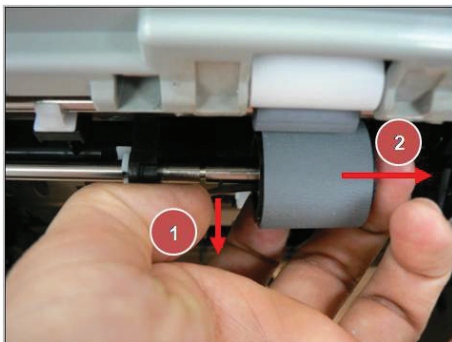
► **Error Code**

C9-1115

► **Error message**

Replace retard roller / Replace with new tray 1 retard roller

► **Symptom**

Tray1 reverse roller is worn out.

► **Troubleshooting method**

1) Remove the tray1 cassette.

2) Remove the reverse roller(*JC90-01032A*).

   (**Refer to 3.3.22**)

► **Error Code**

C9-1122

► **Error message**

Replace pickup roller / Replace with new tray 2 pickup roller

► **Symptom**

Tray2 pick up roller is worn out.

► **Troubleshooting method**

1) Remove the Tray 2 cassette.

2) See the bottom of the SCF Unit.

3) Pull the small tap down, then release the pick up roller(*JC97-02259A*).

   (**Refer to 3.3.23.5**)
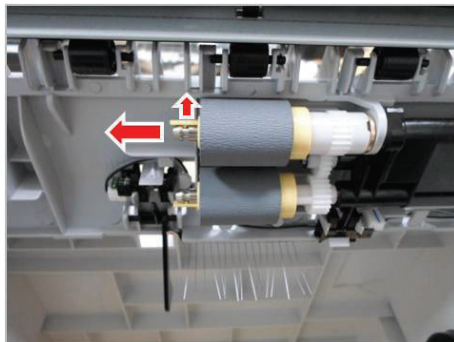
► **Error Code**

C9-1125

► **Error message**

Replace retard roller / Replace with new tray 2 retard roller

► **Symptom**

Tray2 reverse roller is worn out.

► **Troubleshooting method**

1) Remove the Tray 2 cassette.

2) Open the cassette cover.

3) Pull the small tap down, then release the reverse roller(*JC97-02259A*).

   (**Refer to 3.3.23.6**)
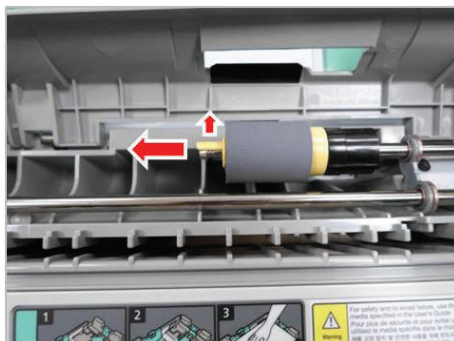
► **Error Code**

H1-1210

► **Error message**

Paper jam in Tray2.

► **Symptom**

A paper jam was detected in the feed area of the tray2.

► **Troubleshooting method**

1) Remove the Tray2 cassette.

2) Find and remove the jammed paper.

3) If the problem persists, check the following.

   • Check if the pick up/forward/reverse roller(*JC97-02259A*) is contaminated or worn out.
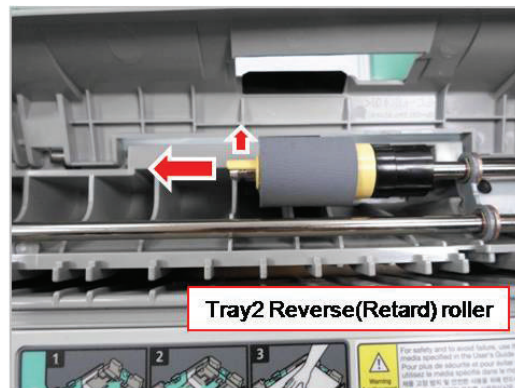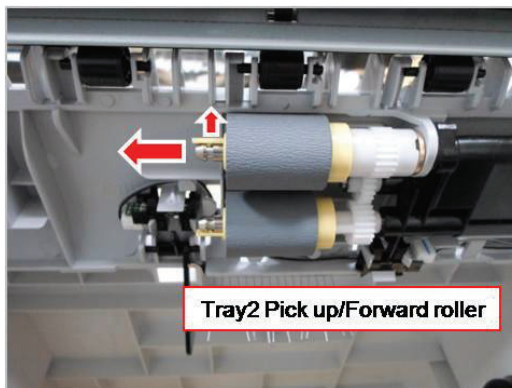
   • Check if the feed sensor connector is connected properly.

   • If the feed sensor(*0604–001325*) is defective replace it.
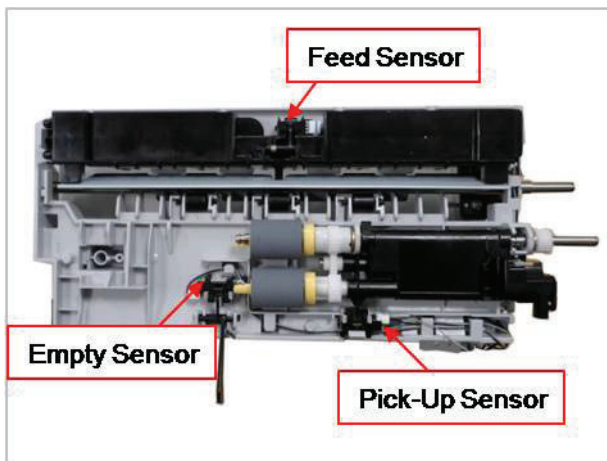
► **Error Code**

H1-1220

► **Error message**

Tray 2 Door Open. Close it

► **Symptom**

Optional cassette is not installed properly.

► **Troubleshooting method**

1) Remove and reinstall the Tray2 cassette.

2) Check the cassette detection sensor.

   • Check if the connection between sensor and main board is OK. Reconnect the harness.

   • If the sensor(*JC34-00001A*) is defective, replace it.
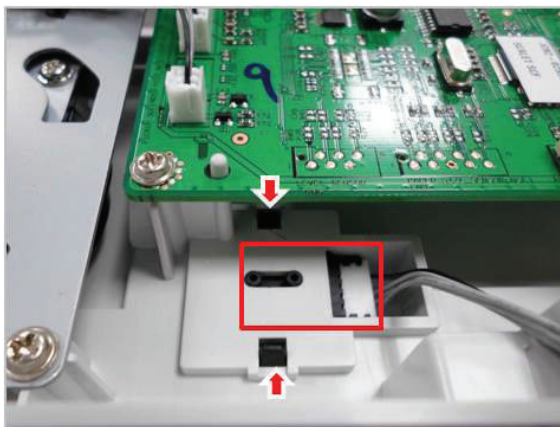
3) If the problem persists, replace the SCF main board(*JC92-02636A*).

► **Error Code**

H1-1230

► **Error message**

Error: #H1-1230 / Input System Failure: #H1-1230. Check tray 2 connection

► **Symptom**

Communication error has occurred.

► **Troubleshooting method**

1) Turn the machine off then on.

2) If the problem persists, turn the machine off.

3) Remove the SCF right cover. (**Refer to 3.3.23.1**)

4) Check if the interface connector is connected to the SCF main board. If the interface connector is defective, replace it.
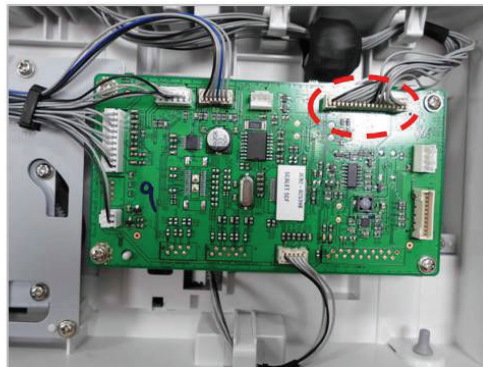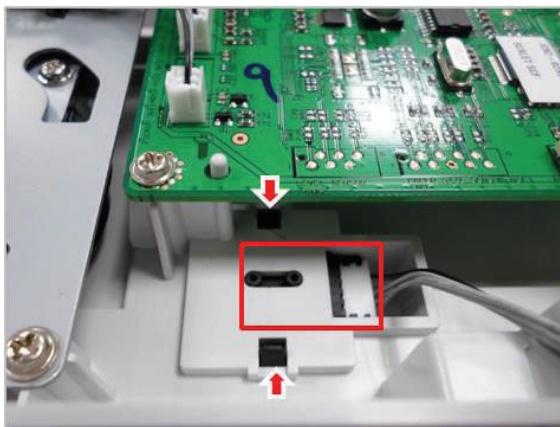

5) If the problem persists, replace the SCF main board.(*JC92-02636A*)
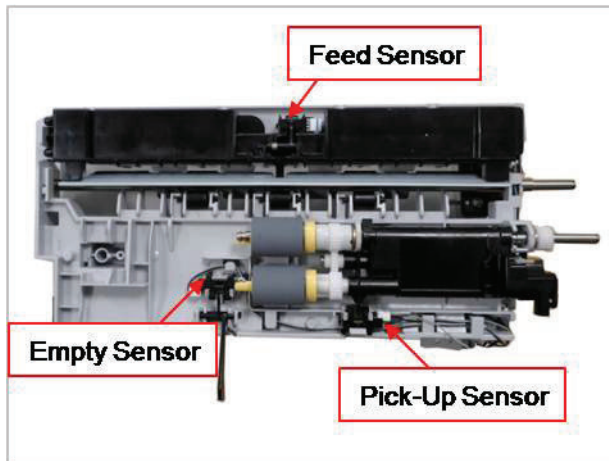
► **Error Code**

H1-1240

► **Error message**

Tray2 Not Install

► **Symptom**

Optional cassette is not installed properly.

► **Troubleshooting method**

1) Remove and reinstall the Tray2 cassette.

2) Check the cassette detection sensor.

- Check if the connection between sensor and main board is OK. Reconnect the harness.

- If the sensor(*JC34-00001A*) is defective, replace it.

3) If the problem persists, replace the SCF main board(*JC92-02636A*).

► **Error Code**

H1-1252

H1-1254

► **Error message**

Paper empty in tray 2 / Paper is empty in tray 2. Load paper

► **Symptom**

There is no paper in the tray2. / Actuator-Paper Empty or photo sensor is defective.

► **Troubleshooting method**

1) Load the paper in the tray2.

2) If the problem persists, turn the machine off and check the following.

3) If the Actuator-Paper Empty is defective, replace it.

4) If the Photo Sensor(*0604-001325*) is defective, replace it. Check if the connector is connected properly.

5) If the problem persists, replace the SCF main board.(*JC92-02636A*)

► **Error Code**

M1-1110

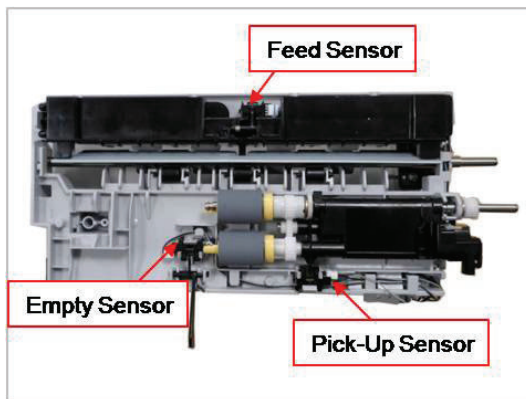► **Error message**

Paper Jam in Tray1.

► **Symptom**

The jammed paper has occurred in the tray1.

► **Troubleshooting method**
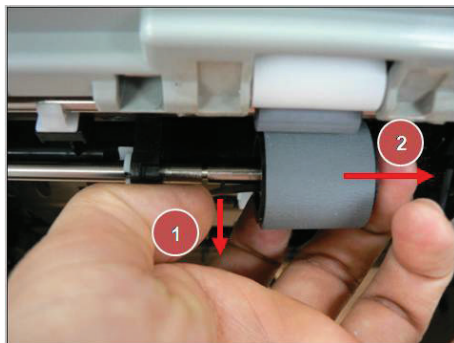
1) Clear the jammed paper. (**Refer to 4.1.3**)

   If the problem persists, check the following.

2) While pushing the Paper Empty Sensor, send the printing data. Check if the pick up roller is rotating normally.

3) Check if there is any obstacles in the paper path (from Pick-Up to Feed Sensor). The feed roller should be especially checked.
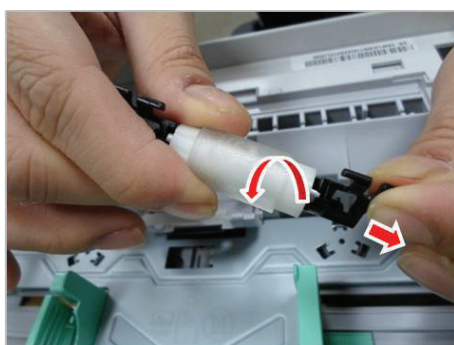

4) Print out the Supplies Information. Check the Tray 1 Roller Life and Tray1 Reverse(Retard) roller Life. If the life came to the end, replace the relative roller.

   [**Pick up roller**]

   [**Reverse roller**]

► **Error Code**

M1-1610

► **Error message**

Paper Jam in MP tray.

► **Symptom**

The jammed paper has occurred in the MP tray.

► **Troubleshooting method**

1) Clear the jammed paper. (**Refer to 4.1.3**)

   If the problem persists, check the following.

2) Turn the machine off.

3) Remove the right cover.

4) Check if the MP Unit connector is connected properly.

5) Remove the MP Unit. (**Refer to 3.3.19**)

6) Check if the MP rollers are worn out. If necessary, replace the defective roller or MP unit.

► **Error Code**

M1-5112

M1-5113

M1-5120

► **Error message**

Paper empty in tray 1 / Paper is empty in tray 1. Load paper

All Tray Empty / Paper is empty in all tray. Load paper

► **Symptom**

There is no paper in the tray1. / Actuator-Paper Empty or photo sensor is defective.
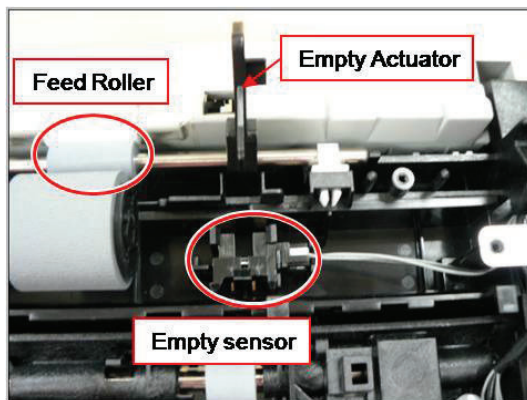
► **Troubleshooting method**

  1) Load the paper in the tray1.

   If the problem persists, check the followings after turning the machine off.

  2) If the Actuator-Paper Empty(*JC66-02762A*) is defective, replace it.

   (**Refer to 3.3.21**)

  3) If the photo sensor(*0604-001393*) is defective, replace it. Check if the connector is connected properly.

  4) If the problem persists, replace the main board.

► **Error Code**

M1–5612

M1–5712

► **Error message**

Paper empty in MP / Paper is empty in MP tray. Load paper

Paper Empty in manual feeder / Paper is empty in manual feeder. Load paper

► **Symptom**

There is no paper in the MP tray (or Manual Feeder). / Actuator-Paper Empty or photo sensor is defective.
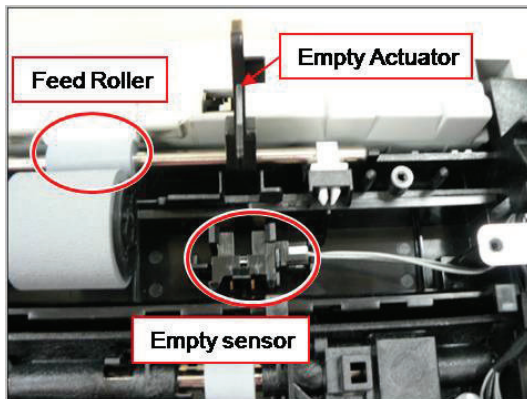
► **Troubleshooting method**

1) Load the paper in the tray1.

   If the problem persists, check the followings after turning the machine off.

2) If the Actuator-Paper Empty(*JC66-02762A*) is defective, replace it.

   (**Refer to 3.3.21**)

3) If the photo sensor(*0604-001393*) is defective, replace it. Check if the connector is connected properly.

4) If the problem persists, replace the main board.
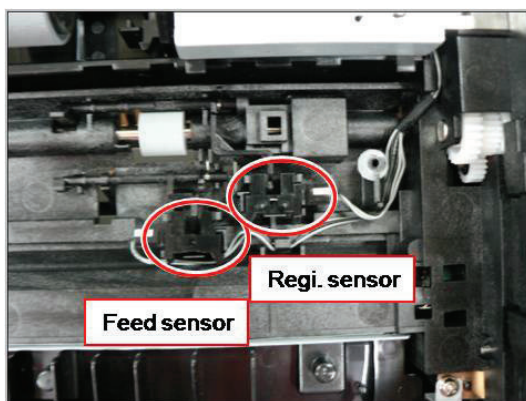
► **Error Code**

M2-1110

► **Error message**

Jam inside machine

► **Symptom**

A paper jam was detected at the feed sensor.

► **Troubleshooting method**

1) Remove the jammed paper. (**Refer to 4.1.3**)

   If the error persists, check the followings.

2) Check if the feed sensor connector is connected properly.

   (**Refer to 3.3.21**)

3) Check if the Regi roller is contaminated or worn out. If yes, replace it.

4) Check if there is any obstacles or contamination in the paper path. If yes, clean or remove it.

► **Error Code**

M2-2210

► **Error message**

Jam inside of duplex

► **Symptom**

A paper jam was detected in the bottom of duplex.

► **Troubleshooting method**

1) Remove the jammed paper. (**Refer to 4.1.3**)

2) Remove the contamination or obstacles in the paper path.

3) If this jam error occur continually, replace the duplex unit.
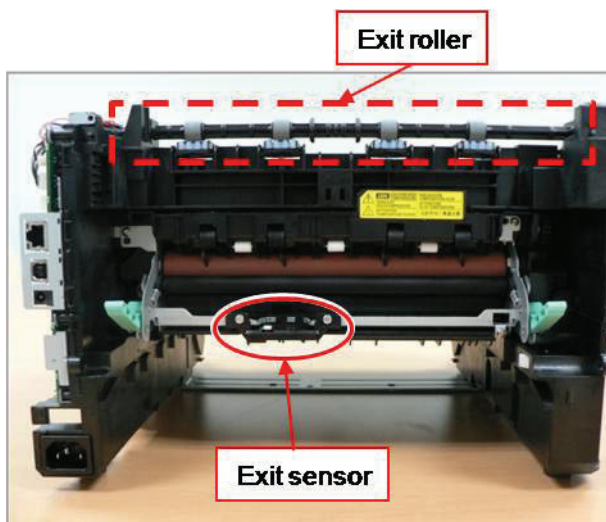
► **Error Code**

M3–1110

► **Error message**

Jam in exit area

► **Symptom**

A paper jam was detected in the exit area.

► **Troubleshooting method**

1) Remove the jammed paper. (**Refer to 4.1.3**)

2) Check if there is any obstacles or contamination in the paper path. If yes, clean or remove it.

3) Check if the exit roller rubber is worn out. Replace the exit roller(*JC93-00323A*).

4) Check if the exit sensor connector is connected properly. If the connection is OK, replace the exit sensor.

► **Error Code**

M3-2130

► **Error message**

Output bin full / Output bin full. Remove printed paper

► **Symptom**

The machine detected that the output tray has got full or the bin-full sensor is defective.

► **Troubleshooting method**

1) Remove the paper on the output tray.

2) If the problem persists, check the followings.

3) Remove top cover.

4) Check if the Bin-full Sensor connector is connected properly. Reconnect it or replace the Bin-full sensor(.
   (**Refer to 3.3.20**)
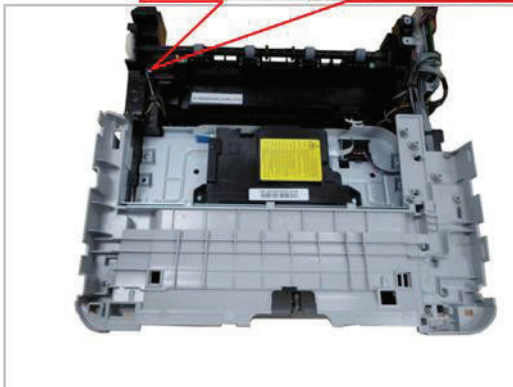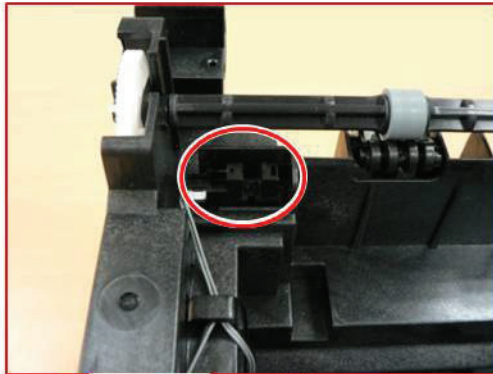
► **Error Code**

S1-2411

► **Error message**

Error: #S1-2411 / HDD System Failure: #S1-2411. Turn off then on. Call for service if the problem persists

► **Symptom**

HDD installation is abnormal / HDD is defective.

► **Troubleshooting method**

1) Turn the machine off then on.

2) If the problem persists, turn the machine off.

3) Check if the HDD cable is connected correctly.

4) If the HDD is defective, replace it.

► **Error Code**

S1-4210

► **Error message**

Error: #S1-4210 / Video System Failure: #S1-4210. Turn off then on. Call for service if the problem persists

► **Symptom**

Fax communication error has occurred.

► **Troubleshooting method**

1) Turn the machine off then on.

2) If the problem persists, turn the machine off.

3) Check the harness connection between main board and fax board.

4) If the connection is OK, replace the fax board.

► **Error Code**

S2-4120

► **Error message**

Door open. Close it.

► **Symptom**

Door is open or the cover open switch is defective.

► **Troubleshooting method**

1) Check if the front door is closed correctly.

2) Check if the rear door is closed correctly.

3) Check if the connection between the main board and HVPS board is correct.

4) Check if the cover open switch on HVPS board is operated properly. If it is defective, replace the HVPS board(*JC44-00197A*).

   (**Refer to 3.3.5**)
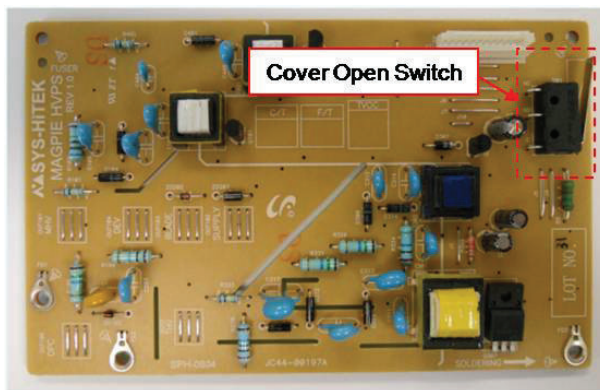
► **Error Code**

S3–3122

► **Error message**

Scanner Locked / Scanner is locked. Press Stop button

► **Symptom**

Scanner lock error has occurred. CIS does not move.

► **Troubleshooting method**

1) Check if the CIS unit is moving when power on.

2) Check if the flat cable is connected to the CIS unit properly. Re-connect or replace the cable.

3) If the CIS is defective, replace it.

4) Check if there is any defective part in the scanner unit. (Gear, Belt, Motor etc.)

5) If the problem persists, replace the main board.

► **Error Code**

S4-2111

S4-2112

► **Error message**

Memory Full / Fax memory is almost full. Print or remove received fax job

Memory Full / Fax memory is full. Print or remove received fax job

► **Symptom**

The fax memory is almost full.

► **Troubleshooting method**

1) Print or remove the received fax job in Secure Recieve.

► **Error Code**

S6–3123

► **Error message**

Network Problem: IP Conflict.

► **Symptom**

IP address conflicts with that of other system. / There is no response when checking the ping test.

► **Troubleshooting method**

Change the machine's IP address.

- Set-up the IP address in this order, Network -> TCP/IP (IPv4) -> STATIC.

- In case of DHCP or Bootp, reboot the machine to receive a new IP address.

► **Error Code**

S6–3128

► **Error message**

802.1x Network Error.

► **Symptom**

The confirmation was requested for wired port, the server has rejected. / The confirmation protocol is not the same or user information (ID/Password) is wrong.

► **Troubleshooting method**

Check the setting-up for 802.1x confirmation server.

- Re-enter the server information and confirmation protocol.

- Re-enter the user information.

► **Error Code**

U1–2315

U1–2320

U1–2330

U1–2334

U1–2340

► **Error message**

Error #U1-2315 Turn off then on.

Error #U1-2320 Turn off then on.

Error #U1-2330 Turn off then on.

Error #U1-2334 Turn off then on.

Error #U1-2340 Turn off then on.

► **Symptom**

The temperature control of fuser unit is abnormal.

► **Troubleshooting method**

1) Turn the machine off. Re-install the fuser unit. Then turn the machine on. Is the error message is disappeared?

2) If the problem persists, turn the machine off and remove the fuser unit.
    (**Refer to 3.3.13**)
    a) Check if the fuser connector is connected properly.
    b) Check if the input voltage is normal.
    c) Check if the thermistor is twisted or contaminated; and is in contact with the Heat Roller.

3) After confirming continuity in the fuser connector and the problem still exists; order an SMPS/HVPS and Fuser Unit and install as is necessary.

    • HVPS : *JC44-00197A*

    • SMPS : *JC44-00095D (110V) / JC44-00096D (220V)*

    • Fuser Unit : *JC91-01023A (110V) / JC91-01024A (220V)*

► **Error Code**

U2-1112

U2-1113

► **Error message**

Error #U2-1111 Turn off then on.

Error #U2-1113 Turn off then on.

► **Symptom**

LSU Motor does not work normally.

► **Troubleshooting method**

1) Execute the LSU motor test in EDC mode. Check LSU motor operation sound.

2) If there is no sound, remove the right cover. Check if the LSU harness is connected on the main board properly. (picture-1)

3) If it is OK, remove the top cover. Check if the LSU harness is connected on LSU board properly. (picture- 2,3)

4) Check if the LSU harness is defective. (picture-4)

5) Reconnect the LSU harness and then execute the LSU motor test again.

6) If the problem persists, replace the LSU(*JC97-04065A*).

7) If the problem persists after replacing LSU, replace the main board.
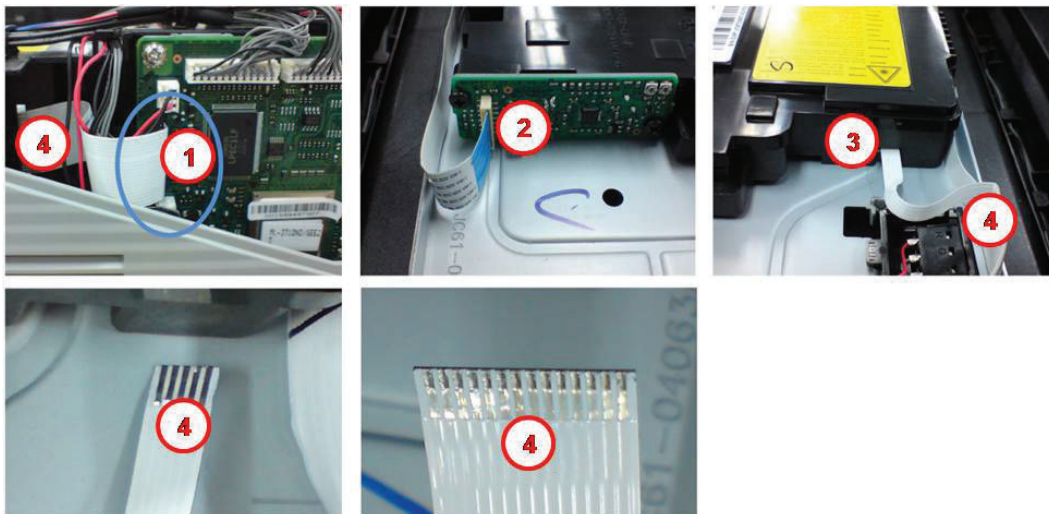
► **Error Code**

U3-3113

U3-3313

U3-3314

U3-3413

U3-3513

U3-3514

► **Error message**

Original paper jam / Original paper jam inside of scanner. Remove jam

► **Symptom**

A document jam was detected in the ADF unit.

► **Troubleshooting method**

1) Remove the jammed paper from ADF unit.

2) If the error persists, turn the machine off then on.

3) If the document jam occurs continually, open the ADF cover-top. Check if the ADF pick up roller is contaminated or worn out. Clean or replace it.

4) If the pick up roller is OK, check the followings.

   a) Check if the ADF motor is working normally.

   b) Check if the connector on the ADF joint board is connected correctly.

5) If the problem persists, replace the ADF unit.

► **Error Code**

U3-4110

► **Error message**

Door of scanner is open.

► **Symptom**

ADF top cover is opened.

► **Troubleshooting method**

1) Close the ADF top cover.